# Aetna Simplified Claims Experience<sup>TM</sup>

## **Aetna Hospital Indemnity plans:** Filing claims for Supplemental Health benefits couldn't be easier

#### Get cash benefits fast

You can get cash benefits when you or a family member experience a covered accident, diagnosis of a serious illness or hospital stay.

Remember, that's why you signed up.

## Aetna Easy File™ makes it fast and easy to submit claims

Here's how it works:

Download the **My Aetna Supplemental** mobile app or visit **www.myaetnasupplemental.com**. (You'll need your Member ID or Social Security number to register.) If you're an Aetna medical member, you can also access the member portal through **aetna.com**.

- 1. Click on "Report New Claim."
- 2. Follow the steps and answer the questions.
- 3. Review your claim for accuracy and submit.



<sup>\*</sup>If you're not an Aetna medical member, no problem. You'll just need to upload your medical invoice.

### That's it. Filing a claim is really that simple.

#### Other ways to file claims

You can also print and mail claims forms to Aetna Voluntary Plans, PO Box 14079, Lexington, KY 40512-4079 or Fax to **1-859-455-8650**.

#### Have questions? Need help?

View your benefits summary on our secure member website, available 24/7. Or call our Customer Service representatives Monday through Friday, 8 a.m. to 6 p.m. at **1-800-607-3366.** 



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### **Non-Discrimination Notice**

Aetna complies with applicable Federal civil rights laws and does not discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

Aetna provides free aids/services to people with disabilities and to people who need language assistance. If you need a qualified interpreter, written information in other formats, translation or other services, call 1-888-772-9682.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator, P.O. Box 14462, Lexington, KY 40512

1-800-648-7817, TTY: 711, Fax: 859-425-3379, <a href="mailto:cRCoordinator@aetna.com">CRCoordinator@aetna.com</a>.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <a href="https://ocrportal.hhs.gov/ocr/portal/lobby.jsf">https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</a>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at 1-800-368-1019, 800-537-7697 (TDD).

## Availability of Language Assistance Services

TTY: 711 For language assistance in your language call 1-888-772-9682 at no cost. (English) Para obtener asistencia lingüística en su idioma, llame sin cargo al 1-888-772-9682. (Spanish) Pour une assistance linguistique dans votre langue, appeler le 1-888-772-9682 sans frais. (French) Para sa tulong sa inyong wika, tumawag sa 1-888-772-9682 nang walang bayad. (Tagalog) Hilfe oder Informationen in deutscher Sprache erhalten Sie kostenlos unter der Nummer 1-888-772-9682. (German) للمساعدة اللغوية بلغتك الرجاء الاتصال على الرقم المجاني Arabic). 1-888-772-9682) Pou jwenn asistans nan lang pa w, rele nimewo 1-888-772-9682 gratis. (French Creole) Per ricevere assistenza nella sua lingua, può chiamare gratuitamente il numero 1-888-772-9682. (Italian) \_\_\_\_\_ (Korean) براى راهنمايي به زبان شما با شماره 9682-772-888-1 بدون هيچ هزينه اي تماس بگيريد. (Persian) Aby uzyskać pomoc w swoim języku, zadzwoń bezpłatnie pod numer 1-888-772-9682. (Polish) Para obter assistência no seu idioma, ligue gratuitamente para o 1-888-772-9682. (Portuguese) Чтобы получить помощь с переводом на ваш язык, позвоните по бесплатному номеру 1-888-772-9682. (Russian) Để được hỗ trợ ngôn ngữ bằng ngôn ngữ của bạn, hãy gọi miễn phí đến số 1-888-772-9682. (Vietnamese)

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